

USPS Report on PRC Rate and Service Inquiries for December 2017

The Postal Regulatory Commission referred 31 inquiries to the Postal Service in December 2017. Customers received responses on average within 7 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 26 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 5– i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 0 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Want a Package Redelivered? Scan the QR Code Using Your Smart Device!

The Postal Service has renamed and redesigned one of its most used forms--PS Form 3849, Delivery Notice/Reminder Receipt. The new name of the form is **"We ReDeliver for You!"**

The redesigned form is user friendly for customers, clerks, and carriers. The revisions allow us to provide more detailed information to customers regarding delivery attempts. The form comes in different colors – peach for Monday through Saturday deliveries and yellow for Sunday. These changes are a result of improved technology and the ever-changing needs of our customers. The revised form will be used nationwide beginning January 21 (see front and back images of current and redesigned forms below).

The new form contains a Quick Response (QR) Code, a new option that simplifies scheduling redelivery for customers with a smart device. Users can scan the QR Code using an Android or iOS device to access www.usps.com/redelivery, and select the redelivery date for the item(s). It's that easy -- **We ReDeliver for You!**

Current Form PS 3849 Delivery Notice/Reminder Receipt

The current form PS 3849 is a complex, multi-section document. It includes fields for 'Today's Date', 'Sender's Name', 'Post Office', 'Delivery Date', and 'Time'. It also has sections for 'For Delivery' (with checkboxes for various mail types like Letter, Large envelope, Registered Mail, etc.), 'For Notice Left' (with checkboxes for 'Certified Mail' and 'Registered Mail'), and 'For Redelivery' (with checkboxes for 'Leave item at my address' and 'Redeliver (other day of week)'). The form is filled out with sample data, including a signature and a QR code.

Redesigned PS Form – We ReDeliver for You!

The redesigned form is titled 'We ReDeliver for You!' and is presented in a more user-friendly, conversational layout. It starts with a 'Sorry we missed you while you were out.' message. It then asks 'What item was sent to you?' and 'What time was it sent to you?'. It also includes a QR code for redelivery. The form is filled out with sample data, including a signature and a QR code.